



Stoke Newington School  
& Sixth Form

# **JOB PACK**

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**Senior IT Services Technician**

# Contents

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Job advertisement	pg 3
Job description	pg 4
Person Specification	pg 7



## Job advertisement

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### Senior IT Services Technician

Required Immediately

Scale S01 (£31,434- £32,577) • 36 hours per week, full time

This post requires a 2:1 Degree and four years of relevant experience.

#### The School

This is an exciting opportunity to contribute to the development of a successful 11-19 inner-city comprehensive school which has had a recent glowing OFSTED report. The School has specialist Media Arts, Science and Maths College status, and is committed to creative teaching and learning. We are strongly committed to the inclusion of all students.

#### The Post

You will be working within a team, enhancing their high-quality IT Service and support for the school.

The role is crucial for the delivery of our IT Strategy, delivering support and development of our use of wireless and cloud technologies, and maintenance of our on premises systems and services.

On a day to day basis there will be significant interactions with colleagues and students at all levels of experience. The development of user and technical documentation and training materials will be a key focus.

A friendly manner, strong organisational, problem solving, and communication skills are essential.

We provide very well-regarded professional development opportunities for all staff. In particular you will receive training in key areas of IT services and support.

*As employers we are committed to safeguarding and promoting the welfare of children. An enhanced DBS clearance is a statutory requirement for all positions.*

#### Contacting us

If you are interested in joining our team then you can download an application pack (word) from our website <https://www.stokenewingtonschool.co.uk/jobs> and email to [recruitment@sns.hackney.sch.uk](mailto:recruitment@sns.hackney.sch.uk) .

**The closing date for receipt of applications is 12pm on Friday 30<sup>th</sup> March 2019.**

## Job description

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Job title: Senior IT Services Technician

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Directorate Stoke Newington School & Sixth Form

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Reporting IT and Network Manager

to:

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Grade: S01

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## Job description

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Purpose of the post:

- Under the guidance of the Network Manager, to ensure high quality performance through effective day to day maintenance and development of IT assets and systems. To provide break-fix support to all IT users, and to support the continuous improvement of the School's IT Service delivery, ensuring that the school establishes and maintains high quality learning facilities.

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Main duties **Management of Specialist Function:**

and

responsibilities:

- Provide specialist support as the Senior IT Technician, including preparation, maintenance of ICT resources and support to staff and pupils. Under the guidance of the IT and Network Manager, ensure that the school establishes and maintains a high-quality IT Service in support of the learning facilities.
- To provide support and mentoring to the Junior and specialist technicians.
- To provide support and training to staff and students as required.
- To maintain and develop skills by participating in training and other learning activities and performance development as required to support the IT Strategy, the school improvement plan and otherwise as directed.
- Under the guidance of the IT and Network Manager maintain and further develop the current provision of hardware, software and cloud services, ensuring that all equipment and resources meet the demand of the School Improvement plan.
- To maintain effective relationships with suppliers and support organisations, ensuring the school receives value for money.

**Support for the Curriculum:**

- Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required.
  - Support the maintenance of specialist equipment, check for quality/safety, undertake specialist repairs/modifications within own capabilities and arrange for additional repairs/modifications to be carried out by others.
  - Maintain security groups, print and storage quotas ensuring fair access and appropriate access to resources
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- Follow defined processes to manage configurations and changes to IT equipment, designed to support service provision. Appropriately plan, test, document and implement changes to systems.
  - Demonstrate and assist in the safe and effective use of specialist equipment/materials.
  - Understand role in the school's Business Continuity and Disaster Recovery Plan, including maintenance of system backups and restores.
  - Implement agreed work programmes under the guidance of the IT and Network Manager.

#### Support for the School:

- Be responsible for the maintenance of a purposeful, orderly and productive working environment.
- Be responsible for timely and accurate preparation and use of specialist equipment/resources/materials.
- Be involved with the development and organisation of systems/procedures/policies.
- Manage records, information and data, producing analysis and reports.
- Lead on discrete areas within the IT Services Team. Be responsible for the delivery of support requiring advanced level of knowledge.
- Be aware of and comply with all relevant policies and procedures particularly those relating to child protection, health, safety, data protection security and confidentiality, reporting all concerns to an appropriate person.
- Be aware of and support differences and ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals, to support the aims and objectives of the school.
- Be prepared to lead for whole school in a specialist area and share expertise and skills with others, in support of the ITNM
- Recognise own strengths and areas of expertise and use these to advise and support others.

#### Specific responsibilities:

- Support the IT and Network Manager with the installation, maintenance and upgrade of server and storage systems.
  - Be responsible for, (under the guidance of the ITNM) installation, maintenance and upgrade of end user devices (including desktops, laptops, peripherals and tablets) and software.
  - Ensure the efficient running of the ICT suite and mobile ICT facilities.
    - Pre-load software prior to lessons.
    - Maintain and upgrade ICT infrastructure that supports staff and students using specialist and general ICT facilities in accordance with the IT Services development plan.
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- Troubleshoot and repair when possible ICT and audio visual equipment problems.
  - Maintain printers in terms of refilling printer toner and ink cartridges, head cleaning and alignment.
  - Document all work undertaken, keep an accurate inventory of all equipment and software, and ensure where required that all equipment is security tagged/marked after purchase.
  - Provide second and third line (IT) support to the Junior Technicians and the Specialist Technicians in Music, Media, Technology and Science.
  - Cascade knowledge and skills to the Junior and Specialist technicians, to enable them to take on day to day maintenance of services, and provide cover when assigned to specific projects.
  - Where appropriate, escalate issues to 3<sup>rd</sup> parties. Work with 3<sup>rd</sup> Parties to delivery timely solutions, ensuring that issues and solutions are well documented
  - Support and maintain the security and long-term plan of the network. Work with the IT and Network Manager to provide regular audit reports and input into short, medium and long term development plans.
  - Investigate and embrace new technologies and work within an agreed budget to purchase, install and ensure all staff are conversant and confident in the use of new systems.
  - Maintenance, installation and removal of all hardware, software, and equipment, in a timely fashion.
  - Ensure timely deployment of security updates for all devices, inform staff of critical updates and manage licences of software for workstations and servers.
  - Upgrade relevant systems out of normal business hours to ensure minimum downtime for staff during critical periods
  - Keep an inventory of all equipment; ensure that all equipment is security tagged/marked after purchase.
  - Maintain printers; refill printer toner and ink cartridges, clean heads and ensure alignment.
  - Deploy, maintain and monitor the physical and virtual server infrastructure and the services running therein.

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary from time to time.

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General  
requirements:

- Take part in the school's performance management system.
  - Enhanced DBS Check.
  - Strong commitment to furthering equalities in both service delivery and employment practice.
  - You must promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.
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Job	Senior IT Technician
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### Person Specification

	Essential	Desirable
<b>Qualifications</b>		
1. NVQ Level 4 or equivalent qualification or experience in relevant discipline i.e. networking equipment and software, across an organisation.	✓	
2. MCSE or MCPs		✓
3. CompTIA		✓
4. Apple Certified Technician		✓
<b>Experience</b>		
5. At least 2 years desktop support	✓	
6. At least 2 years of server support	✓	
7. At least 2 years of school classroom support (as technician, TA or similar)		✓
8. At least 3 years of working in a managed IT environment (e.g. ITIL FITS or DevOps)	✓	
9. Leading a team / mentoring		✓
10. Office 365 and AzureAD Management		✓
11. Office365 migrations		✓
12. Mass hardware deployment	✓	
13. Mass software deployment	✓	
14. Maintenance of classroom AV	x	
15. Windows Server Set up and configuration, Active Directory and Group Policy Management, Group based NTFS Permissions	✓	
<b>Knowledge</b>		
16. Full working knowledge of relevant polices/codes of practice/legislation.	✓	
17. Understanding of statutory frameworks relating to teaching, according to particulars of the post.		✓
18. Relevant knowledge of first aid.		✓

19. SCCM 2012+ software and update deployment, MDT for OS	✓	
20. Jamf / Casper Management suite		✓
21. Windows Server Set up and configuration, Active Directory and Group Policy Management, Group based NTFS Permissions	✓	
22. Office 365 and AzureAD Management		✓
23. Office365 migrations		✓
24. PaperCut for print Management		✓
25. Network Switch Management		✓

<b>Skills</b>		
26. Excellent numeracy/literacy skills.	✓	
27. Effective use of ICT to support learning.	✓	
28. Use of specialist equipment/resources such as Static Workbench, PC maintenance, System management tools, software repackaging,	✓	
29. Ability to organise, lead and motivate a team.		✓
30. Ability to self-evaluate learning needs and actively seek learning opportunities.	✓	
31. Ability to relate well to children and adults.	✓	
32. Display commitment to the protection and safeguarding of children and young people.	✓	